

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: GENERAL MAINTENANCE SUPERVISOR
GENERAL MAINTENANCE DIVISION
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs professional, supervisory, and administrative work in coordinating and supervising the operations of the General Maintenance Division. Work involves directing the activities of the work crews in General Maintenance repairs, Sign Shop, Traffic light repairs, maintenance repairs of Town buildings, and property repairs including carpentry, painting, electrical, etc.; overseeing the repairing and replacing of concrete sidewalks, gutters, driveway aprons, and brick sidewalks, crosswalks, driveway aprons, and other brickwork; handling the responsibility for the supervision of employees. Reports to the Operations Superintendent.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Supervises a crew of employees.

Keeps track of employee hours and timesheets; writes daily, weekly, and monthly reports as needed.

Completes annual performance evaluations.

Inspects and supervises work sites and jobs in progress twice daily.

Plans work projects; assigns work crews.

Receives work orders, complaints, and memorandums for jobs to perform and prioritize.

Checks for repairs on Town buildings, concrete repairs, brick repairs, sign work, and traffic signal work that needs to be done.

Measures for concrete repairs and replacement in house and for contractor to do.

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Calculates ready mix concrete needed; orders from concrete company for in-house jobs.

Orders materials, supplies, and equipment to perform related jobs.

Calls contractors; obtains quotes for large jobs that cannot be done in-house such as re-roofing, knocked down street light poles, large exterior paint jobs, etc.

Checks contractors working for Town of Vienna.

Requests budget items.

Obtains training for new employees.

Receives and/or reviews various records and reports such as memorandums, complaints, work reports, and verbal commands.

Prepares and/or processes various records and reports such as timesheets, State reports, and accident reports.

Refers to Manual on Uniform Traffic Control Devices, Town plans or maps, Virginia Work Protection, Administrative Regulations, safety manuals, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment and vehicles such as pickup truck, bucket truck, bobcat, loader, dump truck, computer, etc.

Uses a variety of tools such as concrete tools, power tools, chain saws, etc.; a variety of supplies such as ready mix concrete, general office supplies, etc.; and a variety of computer software such as Microsoft Office, etc.

Interacts and communicates with various groups and individuals such as the Operations Superintendent, Town Hall employees, Police Department employees, Parks and Recreation Department employees, Department of Public Works employees, and the general public.

ADDITIONAL JOB FUNCTIONS

Works on leaf truck.

Drives a snowplow.

Performs general administrative / office work as required, including attending meetings, preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, etc.

Performs other related work as required.

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MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by five to six years of progressively responsible experience in aspects of construction, maintenance, or related field including one to two years of responsible supervisory experience; or any equivalent combination of training and experience, which provides the required skills, knowledge, and abilities. Must have a valid State Commercial Driver's License (Class A or Class B).

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including mechanics tools, carpenters tools, electrical tools, plumbing tools, etc. Must be able to operate a motor vehicle. Must be able to exert up to 100 pounds of force occasionally, and/or up to 75 pounds of force frequently, and/or 25 pounds of force constantly to move objects. Must be able to climb, reach, crawl, bend, stoop, etc. in the performance of job duties. Physical demand requirements are those for Medium Work to Heavy Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments and/or directions to subordinates and receiving direction from supervisor.

Language Ability: Requires the ability to read a variety of reports, letters, studies, plans, etc. Requires the ability to prepare correspondence, reports, forms, studies, purchase orders, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to apply influence systems in staff supervision; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including facility management, mechanical engineering, energy management, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to prepare, read and understand basic engineering calculations and use practical applications of fractions, percentages, ratio and proportion.

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Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in using office and specialized equipment; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to tension as a regular, consistent part of the job. Worker may be subject to danger or risk to a moderate degree.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of the Job: Has thorough knowledge of the methods, procedures, and policies of the General Maintenance Division of the Public Works Department as they pertain to the performance of duties of the General Maintenance Supervisor. Has knowledge of the organization of the Department and of related departments and agencies. Has thorough knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has considerable knowledge of construction / engineering theories and practices as applied to assigned public works maintenance and construction projects. Has knowledge of the methods, materials, tools, and equipment used in maintenance and construction. Is able to safely and skillfully operate equipment necessary for construction, maintenance, and repairs. Has knowledge of and the ability to perform routine survey work. Is able to conduct thorough inspections of work in progress to ensure compliance with applicable codes, laws, regulations, policies, procedures and standards. Is able to enforce safety regulations on the job site. Has knowledge of the occupational hazards and safety precautions of the industry; is able to work effectively despite occasional exposure to extreme weather and temperatures, wetness/humidity, machinery hazards, traffic hazards, dust, fumes, above-average noise, odors, smoke, vibrations, etc. Has knowledge of how to react calmly and quickly in emergency situations. Is able to help plan, organize, and prioritize daily assignments and work activities. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret blueprints, schematics and other technical materials pertaining to the responsibilities of the job. Is able to read and interpret technical materials pertaining to the responsibilities of the job. Is able to prepare required records and reports with accuracy and in a timely manner. Has knowledge of the terminology used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to perform required mathematical calculations with accuracy. Is able to work effectively in an unpleasant working environment. Is able

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to exercise tact and courtesy in contact with patrons and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

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Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding the activities and works to ensure such expectations are met. Designs and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other Town officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the Town. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of Town goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department and Town. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

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Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews department policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.